

REQUEST FOR PROPOSAL



King County

www.metrokc.gov

Finance and Business Operations Division
Procurement and Contract Services Section
Department of Executive Services
EXC-ES-0825
Exchange Building, 8th Floor
821 Second Avenue
Seattle, WA 98104-1598
206-684-1681
206-684-1147 Fax
TTY Relay: 711

PROPOSAL NUMBER: 169-03AAB
PROPOSAL February 12, 2004 TIME: 2:00 OPENING P.M. DATE:
ALL PROPOSALS SHALL BE SUBMITTED TO THE PURCHASING SECTION NO LATER THAN 2:00 P.M. EXACTLY
BUYER: Amon Billups
REQUISITION #: PP26536
TITLE: PC STANDARDIZATION PROGRAM, DESKTOP AND LAPTOP COMPUTER HARDWARE, SOFTWARE AND SUPPORT SERVICES

DATE ISSUED: **December 4, 2003**

ADDENDUM NO. 2

This addendum is issued to revised the original Request for Proposal, dated December 4, 2004 as follows:

1. Change the proposal opening date from January 29, 2004 to Thursday, February 12, 2004 no later than 2:00 p.m. exactly.
2. Paragraph 1-5, Schedule; change to read as follows:

Final date for submission of questions due to Amon Billups: **January 26, 2004, 4:30 PM**

Proposals due: **February 12, 2004, 2:00 PM**

* Evaluation of Proposals begin: **Week of February 18, 2004**

TO BE ELIGIBLE FOR AWARD, THIS ADDENDUM MUST BE SIGNED AND SUBMITTED ALONG WITH THE RFP RESPONSE.

NOTE: INFORMATION WITHIN BORDERED AREA MUST BE COMPLETED AND SIGNED.

This document can be made available from the ADA Liaison, at (206) 296-4210 or TDD (206) 296-0100, in large print, audio cassette, or Braille.

LEGAL NAME OF OFFEROR/CONTRACTOR (PRINT OR TYPE)	NAME OF AUTHORIZED REPRESENTATIVE (PRINT OR TYPE)
STREET	TITLE
CITY STATE ZIP	SIGNATURE
TELEPHONE NUMBER FAX NUMBER	E-MAIL ADDRESS

3. Paragraph 2-10, Insurance Requirement; change to read as follows:

2-10 The Proposer to whom the County awards a Contract pursuant to this RFP Shall file with the County evidence of insurance from insurer(s) **with a rating of A – VII or better from A.M. Best**, certifying to the coverages of insurance set forth in this RFP. Such evidence of insurance Shall be submitted within seven (7) calendar Days of receipt of a request from the County.

Failure by the Proposer to submit satisfactory evidence of insurance Shall result in rejection of the Proposal.

4. Paragraph 3-4, Supported Employment Program, last sentence; change to read as follows:

If you have questions, or need additional information, please contact **Ray Jensen, at King County Community and Human Services Division, Developmental Disabilities Section, (206) 296-5268.**

5. Paragraph 3-21, Contract Documents and Precedence, last line; change “page i” to read “**page ii**”

6. Paragraph 3-25, Disadvantaged Business Enterprise (DBE) Participation, sub-paragraph E; change address to read as follows:

Business Relations and Economic Development Division
Business Development and Contract Compliance Section
701 - 5th Avenue, 20th Fl
Seattle, WA 98104
Phone: (206) 205-0700
Fax: (206) 205-0719

7. Paragraph 6-3, Disadvantaged Business Enterprise (DBE) Participation, last sentence; change to read as follows: These requirements are described in **Paragraph 3-25** of the RFP.

8. Paragraph 7-1, King County Background; **Add** the following paragraph:

Over the last three years, expenditures for personal computers and related equipment, county wide, exceeded \$4,300,000.00 annually. Proposers are cautioned that the County’s buying trends fluctuates with the requirements of its users and that no guarantee, expressed or implied is made that future purchases will be at the same level. King County shall not be limited, restricted, or bound by the estimate given, nor shall the County be obligated to purchase any products or services contained in this RFP.

9. Paragraph 7-2, Scope of Products and Services; change to read as follows:

7-2 SCOPE OF PRODUCTS AND SERVICES

The following table summarizes the products and services that King County is expecting to have provided by this RFP.

Product or Service
Ability to Purchase:
Desktop PCs
Laptop PCs
Monitors
PC Parts and Components
Miscellaneous (cables, etc.)
Support Services for
Procurement support services
Imaging and Pre-loading of PC software
Management Tools
PC Deployment
On-site warranty for equipment purchased under this agreement
Non-Warranty Repair of older equipment (PCs, Laptops, etc.)

10. Paragraph 7-6, sub-paragraph K, Monitors; change to read as follows:

K. MONITORS - (COUNTY REQUIREMENT)

King County's current standard is a 17 inch flat-panel LCD monitor but other sizes **may be acquired**. The Proposer is required to propose models that meet the minimum specifications for each of the following categories.

1. Warranty and Service

The PC monitors Shall have a minimum **3 year warranty** on parts, labor and tube/LCD, meet or exceed King County Service Life expectancy of at least 5 years is assumed. The Proposer Shall describe how on-site warranty replacement would be accomplished.

2. Specifications

The Proposer Shall include detailed specifications that meet the minimum requirements as stated **below and Attachment A-1**.

17 inch LCD flat panel with 17 inch VIS; 1280 x 1024 @ 60 Hz; 25ms response time; 250 nits brightness; 400 to 1 contrast ratio; Analog RGB & Digital DVI-D inputs; height adjustable; USB 2.0 ports; .27 mm Pixel or smaller; 31-80 kHz horizontal scan range; 56-76 Hz vertical scan range; Energy Star Compliant preferred.

The Proposer Shall specify **and provide specifications for other size monitors available as well as** the power consumption and energy emission ratings for each of the monitors.

NAME OF OFFEROR: _____

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Addendum No. 2

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11. Paragraph 7-8, sub-paragraph A, Equipment Warranty, first bullet; change to read as follows:

- **Next business day** on-site repair or replacement, in accordance with the service expectations as specified

12. Paragraph 7-10, sub-paragraph C, Response Format; change to read as follows:

C. RESPONSE FORMAT

Responses to this RFP Shall be made on Attachment B, RFP Response Form, and other attachments referenced within the form. Submittals Shall be organized in accordance with Attachment C, Checklist.

Responses Shall be in hard copy and electronic formats (CD in Microsoft Word 2000 or Excel 2000).

The response containing original documents and original signatures Shall be noted or stamped "Original." The County requires one unbound hard copy, ten (10) bound hard copies and an electronic submission via CD in sealed boxes marked with the Proposal Number and Proposal Close Date, with one (1) original **Attachment F** in a sealed envelope within the sealed box.

Additional information such as brochures and data sheets Shall be separate from the response sections. The County Will not consider the submission of brochures and/or other marketing material as a substitute for written responses to the response worksheets.

13. Paragraph 7-8, sub-paragraph D; **Delete**

14. Replace Attachments A-1, A-2, B, and F with Attachments A-1 (Rev.1), A-2 (Rev.1), B (Rev.1) and F (Rev.1), attached.

15. King County's response to questions received is hereby attached for information purposes. Questions are answered in the order received.

Attachment A-1 (Rev.1) – Desktop Configurations – Standard and Power

Standard PC Requirement	County Requirement Described	Standard PC Proposed	Equivalent Proposed Specifications
Small MiniTower:	Pentium® 4 Processor 3.20GHz, 800FSB, 512K Cache, Intel Gigabit NIC	Small MiniTower:	
Memory:	512MB DDR Non-ECC SDRAM, 400MHz, (2 DIMMs)	Memory:	
Keyboards:	PS/2 Keyboard, No Hot Keys	Keyboards:	
Monitor:	17 inch flat panel with 17 inch VIS; 1280 x 1024 @ 60 Hz; 25ms response time; 250 nits brightness; 600 to 1 contrast ratio; Analog RGB & Digital DVI-D inputs; height adjustable; USB 2.0 ports; .27 mm Pixel or smaller; 31-80 kHz horizontal scan range; 56-76 Hz vertical scan range	Monitor:	
Video Card:	Integrated DVMT Video	Video Card:	
Boot Hard Drives:	80GB EIDE 7200RPM	Boot Hard Drives:	
Floppy Drive:	1.44MB 3.5 Inch Floppy Drive	Floppy Drive:	
Operating System(s):	Microsoft® Windows® XP Professional, SP1, with Media and NTFS	Operating System(s):	
Mouse:	USB 2-Button Optical Mouse with Scroll	Mouse:	
Integrated Network Adapter (NIC):	Integrated Intel Gigabit (10/100/1000), with Alert Standards Format	Integrated Network Adapter (NIC):	
Removable Media Storage Devices:	48X/32X/48X CD-RW	Removable Media Storage Devices:	
Audio Solutions:	Integrated Sound Blaster Compatible	Audio Solutions:	
Speakers:	Internal Business Audio Speaker	Speakers:	
Resource CD:	Resources CD containing Diagnostics and Drivers for the system	Resource CD:	
Energy Star Setting:	Energy Star Enable	Energy Star Setting:	
Mouse Pad:	Mouse Pad	Mouse Pad:	
Hyper-Threading:	Hyper-Threading feature preset to "ON." Can be disabled/enabled in BIOS.	Hyper-Threading:	

Attachment A-1 (Rev.1) – Desktop Configurations – Standard and Power

Power PC Requirement	County Requirement Described	Power PC Proposed	Equivalent Proposed Specifications
Small MiniTower:	Pentium® 4 Processor 3.20GHz, 800FSB, 512K Cache, Intel Gigabit NIC	Small MiniTower:	
Memory:	1.0GB DDR Non-ECC SDRAM, 400MHz, (2 DIMMs)	Memory:	
Keyboards:	PS/2 Keyboard, No Hot Keys	Keyboards:	
Monitor:	17 inch flat panel with 17 inch VIS; 1280 x 1024 @ 60 Hz; 25ms response time; 250 nits brightness; 600 to 1 contrast ratio; Analog RGB & Digital DVI-D inputs; height adjustable; USB 2.0 ports; .27 mm Pixel or smaller; 31-80 kHz horizontal scan range; 56-76 Hz vertical scan range	Monitor:	
Video Card:	64MB, nVidia, GeForce 4MX, DVI w/VGA adapter	Video Card:	
Boot Hard Drives:	120GB SATA, 7200 RPM Hard Drive	Boot Hard Drives:	
Floppy Drive:	1.44MB 3.5 Inch Floppy Drive	Floppy Drive:	
Operating System(s):	Microsoft® Windows® XP Professional, SP1, with Media and NTFS	Operating System(s):	
Mouse:	USB 2-Button Optical Mouse with Scroll	Mouse:	
Integrated Network Adapter (NIC):	Integrated Intel Gigabit (10/100/1000), with Alert Standards Format	Integrated Network Adapter (NIC):	
Removable Media Storage Devices:	8X DVD+RW/+R and 48X CD-ROM with Roxio Easy CD Creator® and DVD decode	Removable Media Storage Devices:	
Audio Solutions:	Sound Blaster Live! 5.1 Digital Sound Card	Audio Solutions:	
Speakers:	Altec Lansing ADA215	Speakers:	
Resource CD:	Resources CD containing Diagnostics and Drivers for the system	Resource CD:	
Energy Star Setting:	Energy Star Enable	Energy Star Setting:	
Mouse Pad:	Mouse Pad	Mouse Pad:	
Hyper-Threading:	Hyper-Threading feature preset to "ON." Can be disabled/enabled in BIOS.	Hyper-Threading:	

Attachment A-2 (Rev.1) – Laptop Configurations – Standard and Ultra Light

Standard Laptop Requirement	County Requirement Described	Standard Laptop Proposed	Equivalent Proposed Specifications
Laptop and Processor	Pentium® M Processor 1.70GHz with 14.1in SXGA+ Display		
Memory:	512MB,2 DIMMS,DDR SDRAM		
Hard Drive:	80GB,HD,9.5MM,4200RPM		
Floppy Drive Options:	Floppy Drive		
Operating System:	Microsoft® Windows® XP Professional, SP1, with media		
Modem:	Internal 56K Modem		
AC Adapter:	90W AC Adapter		
Module Bay Devices:	8-24-24-24X SWDVD/CDRW Combo Drive		
Wireless Local Area Networking Options:	Wireless LAN Card capable of supporting 802.11a/b/g, 54Mbps mini PCI Card		
Batteries:	6 CELL PRIMARY BATTERY		
Carrying Case:	DELUXE NYLON CASE		
Hardware Support Services:	3 Year Limited Warranty plus 3 Year NBD On-site Service		
File System:	NTFS File System for all Operating Systems		
Keep Your Hard Drive:	Keep Your Hard Drive, 3 Years		

Attachment A-2 (Rev.1) – Laptop Configurations – Standard and Ultra Light

Ultra Light Laptop Requirement	County Requirement Described	Ultra Light Laptop Proposed	Equivalent Proposed Specifications
Ultra Light Laptop Configuration	Description		
Laptop and Processor:	Pentium M Processor 1.2GHz with 12.1 XGA Display		
Additional Memory:	512MB,1 DIMM, DDR		
Hard Drive:	40GB,HD,9.5MM,5400RPM		
Floppy Drive:	NO FLOPPY DRIVE		
Operating System:	Microsoft® Windows® XP Professional, SP1, with media		
Modem:	Internal 56K Modem		
AC Adapter:	65W AC Adapter		
External Drives:	8/24/10/24X CDRW/DVD Drive		
Wireless Local Area Networking Options:	Dual Band Wireless LAN card capable of supporting 802.11a/b/g,54 Mbps mini PCI Card		
Batteries:	65WHr EXTENDED LIFE EXTRA BATTERY		
Carrying Case:	Nylon Carrying Case		
Hardware Support Services:	3 Year Limited Warranty plus 3 Year NBD On-site Service		
Keep Your Hard Drive:	Keep Your Hard Drive, 3 Years		

Attachment B (Rev.1) – RFP Response Form

Required Response = R

County Requirement = CR

Desirable = D

Highly Desirable = HD

Section	Topic	Weight	Response
7-5 A	Company Profile	R	Attachment D - fill out electronic form
7-5 B	Reference	R	Attachment E - fill out electronic form
7-5 C	Support and Service References	R	Attachment E - fill out electronic form
7-5 D	Management Reports	CR	
7-5 E	Account Manager	CR	
7-6 D 1	Describe standardization	CR	
7-6 D 2	Security devices	D	
7-6 E	Alerts and alarms	D	
7-6 F	Remote Management Ability	D	
7-6 G	Industry certification	CR	
7-6 H	Quality Assurance	CR	
7-6 I	Configurations	CR	Attachment A-1 & A-2 - fill out electronic form
7-6 J	Model Longevity	CR	
7-6 K	Monitors	CR	
7-6 L	Software Included/Bundled	CR	
7-7 A	Certification Process	CR	
7-7 B	Procurement Process	CR	
7-7 C	Physical Box Labeling	CR	
7-7 D	Invoices and Packing Slips	CR	
7-7 E	Asset Equipment Labels	CR	
7-7 F	Receipt of Goods	CR	
7-7 G	Delivery	CR	
7-7 H	Order Confirmation and Delivery Date	CR	
7-7 I	Price List	CR	Attachment F - fill out electronic form
7-7 J	Order Changes	CR	
7-7 K	Returns	CR	

Attachment B (Rev.1) – RFP Response Form

Required Response = R

County Requirement = CR

Desirable = D

Highly Desirable = HD

Section	Topic	Weight	Response
7-7 L	Acquire and Build Hardware	CR	
7-7 M	Load and Configure Software	CR	
7-7 N	Installation	CR	
7-7 O	Migrate Personal Settings	CR	
7-7 Q	PC Disaster Recovery	CR	
7-8 A	Equipment Warranty	CR	
7-8 B	Warranty Options	R	
7-8 C	On-Site Warranty	R	
7-8 D	On-Site Warranty Work Responsibility	CR	
7-8 E	Pre-failure Warranty	CR	
7-8 F	Replacement Parts Inventory Coverage	CR	
7-8 G	Reduce Service Disruptions	HD	
7-8 H	Other Value Added Products or Services	HD	
7-8 I	Training	CR	
7-8 J	Long term Viability	D	
7-8 K	Solutions Scalability	D	
7-8 L	Equipment for Testing, Evaluation and Certification	D	
7-8 M	Product Defect Recall Notification	D	
7-8 N	Quality	CR	
7-9	Follow-on Equipment, Parts and Accessories	CR	
8-1	General	R	Please fill out RFP page 64 and return with Attachment B - Response Form

Attachment F (Rev.1) – Price Detail Sheet

			Warranty				Total			
			1 year	2 years	3 years	4 years	HW cost + 1 year warranty	HW cost + 2 years warranty	HW cost + 3 years warranty	HW cost + 4 years warranty
Type	Specification	Hardware cost								
Desktop PCs										
Standard Desktop										
Power Desktop										
Laptop PCs										
Standard Laptop										
Light Weight Laptop										
Monitors										
17 Inch Flat Panel LCD Monitor										
18 Inch Flat Panel LCD Monitor										
20 Inch Flat Panel LCD Monitor										
Volume Discount										
Other Cost identified by Proposer in Response (itemize)										

RFP 169-03AAB Q & A (1/21/04)

Q #	PAGE #	Exact Paragraph Location	Question	Answer
1	6	Glossary – Acceptance	Would County consider agreeing that acceptance would take place at time of delivery of product and/or service completion and any product returns would be pursuant to Vendor's return policy, which is up to 30 days after delivery?	This is an issue the County is willing to discuss during contract negotiations.
2	12-13	1-10	Due to the numerous statutes, regulations, ordinances and resolutions that could be related to the opportunity, it would be difficult for Vendor to review and verify compliance in advance unless County is able to provide copies of those documents. Vendor complies with all federal requirements and regulations. If County is unable to provide copies of all of the related documents, is a response indicating Vendors federal requirement compliance acceptable to County?	The County can direct you to the appropriate website, if available, or you can consult your public library.
3	15	1-22	Is a bid bond required for this opportunity?	No
4	20	2-10	Would County agree to replace "insurer(s) satisfactory to the County" with "insurer(s) with a rating of A-VII or better from A.M. Best"?	Yes
5	21	2-11	According to this clause, the 'Contract' identified on page ii should not be signed until County advises of award, correct?	Yes
6	24	3-10	It is Vendor's normal policy to not agree to most favored pricing clauses, however, vendor can provide an aggressive pricing methodology for this opportunity. Will this be acceptable to County?	No. It is the County's expectation to not pay more than any other customer purchasing similar products and services in similar quantities. Proposers are to propose how this will be accomplished on current and future purchases.
7	25	3-12	Vendor's invoices are automatically generated. Would County agree to acceptance of one invoice copy?	No
	56	7-7, D.		

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
8	27	3-23	It's Vendor's understanding that it will only be held liable for claims, demands, etc. that are brought on account of Vendor's negligence and that any shared negligence with the County would result in Vendor still only being responsible for those issues related to Vendor's negligence. Is this correct?	All contract language shall be resolved during contract negotiations.
9	30	4-2	Would County allow an aggressive firm fixed price that was prepared by taking into consideration of future price reductions, for the term of the contract along with any discount off list that would be applied at time of quote for purchases outside of the standard configurations?	This is something we would be willing to discuss during contract negotiations.
10	58	7-7, P	Does County expect this process to occur at the time of installation or at a later date? Approximately how long after receipt of the equipment does County expect the installation to take place?	The county expects this process to occur at the time of installation. Sign-off would be done once the agency is satisfied with the installation.
11	2 of 5	Attachment A-2	What is meant by 'Gold' Technical Support?	This is an error and will be fixed with the addendum coming out at the pre-bid meeting.
12			Is this RFP available in a Word format? If so, we would like to request a copy of it.	Copies have been emailed.
13	49	7-5, D	First bullet point – In the first bullet point, the County asks for ordered and/or delivered equipment with quantity and dollar amounts.	The RFP states the county's requirement for reports, including what must be included in those reports. We're asking the vendor to tell us and show us what their reports look like.

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
			Is the County looking for an open order report (orders that have not shipped) or a system mix report (detailed mix of systems shipped for the month)?	
				“The Contractor Shall supply monthly management reports detailing and summarizing activities for the previous month and year-to-date. These reports Shall include, at a minimum:
			Is the County more concerned with the system mix or the dollars spent?	<ul style="list-style-type: none"> • Number and dollar volumes of each equipment type ordered and/or delivered;
				<ul style="list-style-type: none"> • Itemized listing of all equipment order date, delivery date, model, serial number, asset tag number, department, and name of person requesting order;
			Does “equipment type” mean just systems or does it include all peripherals?	<ul style="list-style-type: none"> • Detailed listing of all repairs made, including the type of failure;
				<ul style="list-style-type: none"> • Detailed listing of all software supplied to King County with cost, license information and maintenance information (i.e. costs and expiration date).
			Sales reports are normally due 30 to 45 days after the period ends. Is this acceptable to the County?	King County reserves the right to request additional information when reviewing Contract activity.
				The proposer shall provide sample reports or a detailed description of their management reports and identify any discrepancies from the expectations outlined and any additional features of their report. These reports shall be delivered electronically and may be requested in a specific format to be defined by King County, for example Microsoft Excel or Word formats.”

RFP 169-03AAB Q & A (1/21/04)

Q #	PAGE #	Exact Paragraph Location	Question	Answer
14	14	1-17 D	What is meant by "bound"? Is a 3-ring binder acceptable, or does the County require spiral or other binding?	Binding is up to the proposer's discretion. It could be 3-ringed binders, spiral bound, etc, but one copy has to be unbound.
15	21	2-11	Please verify that the Contract (page ii) does not need to be signed and returned with the proposal submission but is rather a post-award requirement.	Signature is a post-award requirement
16	21	2-12	This paragraph seems to be in conflict with paragraph 1-17 D that states that proposals marked confidential or proprietary or copyrighted shall not be evaluated. Please clarify whether or not Proposer may designate certain portions of its proposal as confidential, proprietary, or business secret.	Entire RFP responses marked "confidential" will not be evaluated. Portions of a response considered "confidential" may be so designated. All proposals are subject to the Public Disclosure Laws
17	22	3-1	Who can we contact to verify we have the PIR on file with the County?	Amon Billups
18	22	3-3	Please verify that the forms referenced in the 2nd paragraph are required post-award only, and are not necessary to submit with the proposal.	Post award requirement
19	22	3-4	Can the County provide additional detail on this program?	You can call the number that is included in the RFP for more information.
20	26	3-18	Is it a requirement that the Proposer use recycled paper to print its proposal? What does the County mean by the request to "ensure that the cover page of each document bears an imprint identifying it as recycled paper" - what is the cover page referred to in this sentence? The binder cover page? The front side of every page?	We encourage you to use recycled paper where practicable.

RFP 169-03AAB Q & A (1/21/04)

Q #	PAGE #	Exact Paragraph Location	Question	Answer
			In addition, if recycled paper is used, it may not be possible to print double-sided. If only one or the other can be accomplished, does the County prefer single-sided printing on recycled paper, or double-sided printing on non-recycled paper?	
21	30	4-2 C	How often does the County require updates to the pricelists/catalogs?	This is determined by the vendor, not the County.
22	33	5-1 I	Is proof of insurance required with the proposal response?	No
23	46	7-2	The Table in this paragraph appears to have differences in mandatory and optional services from the paragraphs which they are believed to be referencing. Please clarify the following;	This table is just a summary. We will be revising it and sending an addendum.
24 (a)	46	"Non-Warranty Repair of Older Equipment (PC's Laptops, etc) (O)"	It is possible this optional requirement refers to paragraph 7-8(D) - County Requirement. If so, then Paragraph 7-8(D) states that "King County will be responsible for the cost of equipment that is no longer covered by warranty." Please clarify contractor responsibilities for non-warranty repair of older equipment.	We are looking for proposed services to repair our existing base which is a somewhat unknown and heterogeneous quantity.

RFP 169-03AAB Q & A (1/21/04)

Q #	PAGE #	Exact Paragraph Location	Question	Answer
24 (b)	46		If the County would like costs for this service, please describe the equipment (models, manufacturer, in service dates, etc), and service features/service requirements for those models.	The intent of this RFP is to have the Proposers tell the County how they would meet this element. The county has an installed base of more than 12,000 personal computers and laptops. It is impossible to detail that equipment. It is a very heterogeneous environment.
25	46	7-2	"Desk-Side support for equipment purchased under this contract (O)" Paragraph 7-2 would suggest that Desk side support is Optional. Other solicitation text suggests otherwise. Please clarify.	Desk-Side support is optional. The intent it to have the Proposers tell the County how they would meet this request.
26	46	7-2	"Installing Desktop Software Remotely using remote tools... (O)" Please clarify which solicitation requirement(s) specifies contractor responsibilities and activities.	Again, this is a Request for Proposal. We expect the Proposer to tell us how they would meet this requirement.
27	46	7-2	Creating Desktop deployable installation packages (O). Please describe/define contractor obligations and service level requirements associated with this requirement.	In the RFP, we would expect the successful vendor to describe how they would approach this need. On some of the more complex issues like this where interaction between the vendor and county staff is required, we would expect to work out the details and assignment of responsibilities during contract negotiations.

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
28	58	7-7, N	It is currently not possible to provide costs as required by this paragraph. The paragraph states that the contractor and the county shall "work together", but does not describe what the work is, and who is responsible for that work. Please provide additional information that will allow this contractor to offer and commit to the service offering envisioned by King County.	The county expects the successful vendor to propose a solution to this need. That would include a division of responsibility between the vendor's representatives and county staff and how the vendor would be compensated.
29	58	7-7, O	It is not currently possible to provide costs as required by this paragraph. Costs are highly contingent upon the extent to which user environments are standardized, the amount of work that may be accomplished onsite versus remote, file transfer methods, user connection speeds. Please provide additional information on the user environment, where/how the files will be stored, who will have the responsibility to store and retrieve files and settings, and additional details on the work required of the vendor.	The County approximates it will need over well over 100 images. The County has more than 150 agencies. Each agency may have multiple images. One of our goals is to reduce the number of images we will have to manage in the future. We will be interested in proposers' thoughts on how to address this need.
				This solicitation is an RFP not an ITB. The County expects the most qualified vendors to be able to propose cost effective, realistic solutions based on their demonstrated experience with comparable clients.

RFP 169-03AAB Q & A (1/21/04)

Q #	PAGE #	Exact Paragraph Location	Question	Answer
30	58	7-7, Q	System replacement within one hour may require fully configured hot-spare systems in extremely close geographic proximity to the users. Please describe how the county envisions managing the inventory against accidental loss, obsolescence, cannibalization, etc. Please also describe storage locations, and procedures to rapidly secure and deploy the material to the user.	For any vendor supplied equipment that is kept on site, the county will assume responsibility for its safe keeping once it has been delivered to the appropriate location.
31	58	7-7, Q	The ability to restore a user's environment, and a user's files to a new machine require the capturing and retrieval of potentially significant amounts of data. Please describe how the information is currently captured and where the information is currently stored.	We simply want the vendor to be able to re-image a PC and/or deploy a replacement in a timely manner. Again, we're asking them to tell us how they would go about this..
32	58	7-7, Q	The ability to meet the one hour restore time may be contingent upon the user connection speeds, the amount of data being transferred, and where the data is stored. Please describe these aspects of the environment to ensure the optimal service is proposed.	<p>We need to have users back up and functional within a short amount of time so it needs to be ASAP. Their data can be recovered at a later time.</p> <p>This solicitation is an RFP not an ITB. The County expects the most qualified vendors to be able to propose cost effective, realistic solutions based on their demonstrated experience with comparable clients.</p>

RFP 169-03AAB Q & A (1/21/04)

Q #	PAGE #	Exact Paragraph Location	Question	Answer
33	59	7-8, D	It is currently not possible to provide cost information (if any) as required by this paragraph. Please provide specific information on the equipment requiring support (models, quantities, manufacturer).	The county wants to explore contracting with a vendor who can provide service to the equipment we buy under this contract as well as other equipment we already have. We expect the most qualified vendors to provide creative cost effective solutions for our consideration.
34	59	7-8, D	It is not currently possible to provide costs (if any) associated with this paragraph. Please describe "the King County defined service levels for the existing equipment". Please identify differences between the King County service level requirements and the warranty levels provided by the manufacturer.	Please see above
35	62	7-10	Does Proposer need to provide a section-by-section response only to Sections 7 and 8 of the RFP, or to sections 1-6 as well?	Yes, Sections 7-8
36	62	7-10, C	This section states that Proposer must prepare proposals in accordance with the instructions in this section, one of which is that all questions shall be answered in the referenced attachments or if no attachments are referenced then to use the following format (at the bottom of page 62). Does this mean that Proposer must submit a chart in this format to address each and every section of Section 7 (pages 45-63)? Or does Proposer use the format given on page 63, paragraph D?	All questions should be answer on Attachment B or the corresponding Attachments as referred to on Attachment B. You will be provided the attachments in MS Word format so you can answer directly into the forms.
37	70		What is this last page (page 70 of 70)? Is it a label for Proposer to use on its proposal	Yes

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
			package?	
38	1 of 4	Attachment A-1	What goes in the column titled "Basic cost, warranty and support options"?	Cost for equipment plus warranty for 90 day, 1 year, 2 year and 3 year.
39		Attachment B RFP Response Form	What is the purpose of this form? Does Proposer need to complete and return? If so, what information is required and where does it go?	Yes
				All responses must be completed on this form.
40	1	Attachment C Proposal Checklist	The last item refers to "Required Submittals Downloaded - Completed, Signed and Notarized." What submittals does this refer to? Attachments I, J, K and L? If so, there is no notary requirement noted on the Attachments.	Forms not attached to the RFP may be downloaded from Procurement's website. Not all forms require notarization.
41		Attachment A1 - Desktop Configurations	The configurations for the Laptops contain precise warranty and support requirements. However the same information is not provided in Attachment A1 - Desktop Configuration. Please clarify.	<p>The RFP spells out the warranty request for PCs. We want the vendor to provide pricing for tiered warranty service.</p> <p>WARRANTY OPTIONS – (RESPONSE REQUIRED)</p> <ul style="list-style-type: none"> • 90 day unlimited manufacturer warranty on all parts and labor (to replace 30 day unlimited warranty) • 1 year warranty • 2 year warranty • 3 year warranty • 4 year warrant <p>A 90 day warranty will be defined as including all new hardware, accessories, parts, and unopened software still in its sealed package, and may be returned within ninety (90) days from the date on the packing slip or invoice for complete replacement or full refund of the purchase</p>

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
				<p>replacement or full refund of the purchase price.</p> <p>C. ONSITE WARRANTY - (RESPONSE REQUIRED)</p> <p>The Proposer Shall describe how they Will provide onsite warranty and detail any costs associated to King County for the provision of these services or extension of onsite warranty beyond that provided by the manufacturer.</p> <p>.</p>
42	8	GLOSSARY	<p>The glossary defines PC removal/retirement, but these services are not mentioned within Section 7. Will PC removal/retirement be required when Vendor's installation services are desired? Or, does the County desire PC removal/retirement services on an as-needed basis? If the former, what does the County want to do with the equipment (recycle or resell), and what level of logistics does the County require (i.e. the County can box and/or palletize the equipment, or it needs the Vendor to do package everything)? Would the County also be interested in pre-purchasing PC removal/retirement for the new equipment on a quantity purchased to quantity retired basis (meaning, the service purchased would not be tied specifically to the equipment purchased but instead the quantity of equipment purchased would be the quantity of equipment that the County could use the service for)?</p>	<p>We did not ask for these services and they are not a requirement.</p>

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
43	10	1-3	Will the County accept a Vendor's agent's signature, provided we provide written documentation of an agent's signature authority, in lieu of the signatures of the general partner or authorized joint venture partners?	Yes
44	16, 25, 56	1-23, 3-14, 7-7.G.	Please advise if the County requires or desires any of the following custom delivery options:	
			1. Inside delivery. (Standard delivery is to a dock. Inside delivery ensures that delivery is made to a particular desk or floor/suite within a building.)	Yes we require inside delivery.
			2. Date-specific delivery. (Your systems will be delivered to your location on your specified date within local business hours, Monday – Friday.)	Delivery's shall take place during the County's normal business hours, 8;30 AM – 4:30 PM
			3. Time-specific delivery. (Systems will be delivered according to your defined receiving time. The service level may be at a stated time or within a specified window of time.)	Not unless otherwise specified at the time of ordering.
			4. Weekday Specific Delivery: (Systems will be delivered on a specified day of the week for a period of time. For example, systems could be delivered every Wednesday for one month.)	We require inside deliver to address and room number on the order. Any custom delivery is optional.
			5. De-Palletization (Breakdown of pallets at location and time of delivery to accommodate receiving limitations. Pallet and stretch wrap will be completely removed from the site if required.)	The county would be interested in seeing this as an add-on price that we may wish to pursue in some instances.

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
			If any of the above custom delivery options are required or desired, please advise if the custom delivery option(s) will be required/desired on all or most of the orders under the contract <u>or</u> on only some of the orders only. If the latter, we would wish to quote these options separately, rather than bundling them into the system price. Please advise if that is acceptable to the County.	
45	18, 19, 23	2-4, 3-5	The cited Paragraphs effectively state that information should be provided "when requested by the County". Does the County desire or require this information in the Vendor's proposal or will the County require this information at a later time, if need be?	This information will be required when requested by the County.
46	22-33	Sections 3, 4, and 5	To facilitate contractual terms and conditions acceptable to King County and the Vendor, will King County will accept Washington WSCA terms and conditions in lieu of the terms and conditions specified in the RFP?	No
47	47	7-3, C.	Will the awarded contract be the exclusive vehicle by which the County purchases PC and laptops?	No
48	48	7-5, A.11	This Vendor's financial reports for multiple years are concerned on the Vendor's website. Is reference to this website in Vendor's proposal acceptable or does the County desire hard copies of the Vendor's financial reports?	Yes. Hard copies are required. References to websites are not acceptable responses.
49	54	7-6, K.1.	Does the County require on-site services on monitors, mice, and keyboards or is next-business-day exchange service acceptable?	Next business day exchange is acceptable.
50	56	7-7, E.	Will the Vendor be required to tag the CPU only?	Yes

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
51	58	7-7, N. and 7-7, O.	1. Will Vendor's installation services be required on all desktops ordered under the contract? If not, what are the parameters by which the Vendor's installation services will be required or desired (e.g. large deployments, deployments to a certain site, deployments within a certain year, etc.)	That will be up to the ordering agency.
			2. Do install locations have elevators that the deliverer can use?	Yes
			3. Does the County require date-specific delivery, or will County locations receive new units at the installation site and provide a secured storage location for a limited time until the scheduled installation?	Answered above.
			4. Will the installer be required to move PC from an onsite centralized storage location to the end-user's desk?	If the county opts for vendor provided installation service, this will be determined when individual orders are placed. The needs of the agencies served by this contract are many and varied and they will typically change over time.
			5. Will the end-user be required to load unique software packages according to end-user's profile? If yes, what software packages?	No.
			6. In the installation Statement of Work, does the County want pricing for data transfer? If yes,	No.
			a. what kind of files pab, pst? How much 500 MB or 1 GB?	
			b. What transfer media? Vendor provided County network & temporary account?	

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
			c. Will the County require end-user's to upload data transfers files in My Documents folder to County temporary account prior to the installer's arrival?	
			7. Can the Vendor provide a Statement of Work for a very basic install and then amend the Statement of Work and pricing according to the County's customized service requirements after the Vendor has an opportunity to scope the work?	Yes
			8. Does the County require any unique Asset data collection by Vendor during the installation?	We would like to see how vendors would respond to this need.
			9. Will the County provide an install script? Can the Vendor have this in advance of pricing the install?	We would expect any requirements vendors might have of the county to be articulated in their proposal.
			10. How many minutes will the install take?	This is not something the county can predetermine.
			11. Please provide location and number of seats for the deployment we are pricing.	The county has approximately 12,000 installed seats. As earlier noted, any vendor supplied installation services would be negotiated at the time of purchase. This would include the number of desktops.
52	59	7-8, C.	We provide our standard on-site services on PCs only, not on system accessories, parts, components, peripherals, or software. Is this acceptable to the County, or does the County desire a non-standard warranty? Please note that the latter will result in additional costs to the County.	Please describe your standard on-site warranty and how you charge for anything that is not included.

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
53	60	7-8, G.	Third-party peripheral products or software will be supported by the warranties offered by the original manufacturers. For example, a Belkin cable would be supported by Belkin's warranties. Is this acceptable to the County?	No. We expect any and all purchases made under this contract will be maintained by the vendor.
54	62	7-10, C.	Regarding the County's response format requirements: 1. Should the last column on the response format table be labeled "Answer" instead of "Question"?	See Attachment B for response format.
			2. Is the "RFP Response Form" (i.e. Attachment B) the same requirement as the response format delineated at the bottom of page 62?	Yes
			3. Because the County desires Attachment F to be included under separate, sealed cover, does the County desire other pricing information to be included with Attachment F, or should this information be included within the RFP Response Form? Other pricing information includes our responses to Paragraphs 7-7.1. and 7-9, for example.	Include responses for paragraphs 7-7.1 and 7-9 in Attachment B.
55	63	7-10, D.	Where should the following County forms be included in this Vendor's proposal?	

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
			1. Contract (page ii).	The contract will be completed by the successful proposer. Return is not required with your response.
			2. Section 8 Proposals Questions (page 64).	Include with Attachment B
56	50	7-6, B	Will KC consider an alternate proposal (Intel branded motherboards and Processors) that will be included along with one that meets the Tier one manufacturer listed in section 7-6, B	No
57		7-6, B	Can the RFQ be amended to include Intel as a tier one manufacturer without creating grounds for protest?	No The manufacturers criteria is from Gartner and not King County.
58		7-6, F	Does KC have working the Microsoft SMS referred to in Section 7-6, F?	SMS is installed and in use in some County agencies, but it is not an Enterprise wide deployment.
59	47	7-4	If a particular Section does not require more specific information such as how or when we are to comply, is the following an acceptable response: "Vendor acknowledges and agrees to fully comply with Section X-X"? (For example, Section 7-5.D. delineates a County requirement for management reporting. If this Vendor intends to fully comply and the Section does not require that any specific Vendor information be provided, is the response above acceptable?)	Yes

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60	49	7-5, D.	Regarding 7-5.D., since King County will require imaging on most of the systems ordered under the contract and the County will be providing the Vendor with the image to be loaded onto the systems, we assume that the bullet #4 is non-applicable to the scope of this contract. Is this correct?	The County will generally be installing County owned and licensed software, but there may be software acquired from the successful proposer in which case bullet D does apply.
61	51	7-6, D. for example.	Some of our required answers to King County's requirements will be voluminous. (For example, our required response to Section 7-6.D. will be lengthy). Rather than supplying this information in a narrow column within a table, we feel it would be more readable and more beneficial to the County if we provide very basic information in the table and refer King County to a separate Word attachment within our proposal. If our response is clear concerning where our required response can be found, is this acceptable?	This is acceptable.
62	60 61	7-8, I.	To help Dell's Training & Certification group craft the most appropriate response to King Counties training requirement, it would be helpful to know the following:	The requirement is for the vendor to describe any unique or specific training that may be needed in order for County staff to successfully implement and support the products acquired as a result of the RFP

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Q #	PAGE #	Exact Paragraph Location	Question	Answer
			<div><div><div>* What training programs does King county currently have in place? Are these primarily online (CBT) training or Instructor Led-Classroom based training</div><div>* What are the software applications that King County will standardize on?</div><div>* Is King County interested in end-user application based training, help desk-IT Support training, or both?</div><div>* Is King County interested in Dell Hardware certification (break-fix) for their help desk/support staff if Dell is awarded the business?</div><div>* Would King County be interested in piloting online training to help make a more educated decision?</div></div></div>	products acquired as a result of the RFP.
63		Attachment D, Item #8	Item #8 on Attachment D requires that we provide the number of units sold per month. The number of units sold per month varies widely and is not a true indication of our capabilities. Therefore, would it be acceptable if we provide year-over-year growth information and market share information?	Yes, this is acceptable.